ONGOING HELP DESK MANAGEMENT PLAN

This Help Desk Implementation plan contains the requirements to assure that the underlying systems, processes, and procedures provided by Verizon will effectively support DIR and DIR customers in the following areas: Help Desk (Incident Management) and Reporting. These requirements apply to all services provided under the CTSA.

Through the initial sixty (60) day onboarding period, DIR or a DIR Customer may open an incident ticket by calling the Verizon help desk at:

Verizon will utilize the DIR Incident Portal to both report and respond to incident tickets related to services where DIR is the customer of record. Verizon has been provided a copy of the User Guide for the DIR Incident Portal. Tickets opened in the Portal and assigned to Verizon are provided to tex-an_internet-support@us.verizon.com.

Transition

Customers in Transition will be handled as a project and follow the processes and procedures set forth in the project management plan.

As soon as DIR or Customers is recognized as a project, the Verizon Business Service Management organization will assign a Project Manager to work with the Verizon Business Account Team during the proposal phase. This person will assist the Account Team in addressing key issues such as work force availability, requirements for new equipment or facilities, ordering intervals, technology, training, methods and procedures, operations support systems, etc. before a proposal is presented to the customer. This process is essential to ensure a successful project implementation for DIR or Customers.

Process for Responding to a Report or General Information Request

Report or General information inquires are welcome to any member of the State of Texas Account Team. Depending on the information being requested, the Account Team members will engage the individuals that support the area in question. The Account Management Team includes team members that provide product detailed information and assist with pricing of services. Follow up and responses by the Account Team will be in e-mail or proposal form to provide review documentation to the requestor.

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Support for at DIR Customer Conferences

The Account Team will be readily available to support DIR in customer conferences at no cost to DIR for briefing related to CTSA and service offerings, training sessions, and AAR briefings. We can have Account Managers on site to answer questions and document special topic issues, including demonstrations of new or emerging technology offerings. Verizon is eager to partner with DIR in supporting its customers.

Repairs

DIR Billed Customers

Verizon will work incident tickets assigned to Verizon via the DIR Incident Portal. Verizon will update DIR through updates to the Incident Portal. Where applicable, Verizon will open incident tickets via the portal and assign to DIR.

Direct Billed Customers

Tickets can be opened via the VEC or by calling 800-444-111. After a Repair Ticket has been opened for an hour, you can call the Escalation Desk at 888-212-0139 and ask for a Duty Mgr to escalate this ticket and assign an Incident Mgr.

DIR and DIR Customers can also access the Verizon Repairs Application for additional incident information.

The Repairs application is found on the Verizon Enterprise Center under the Repairs tab. It is a simple yet robust electronic ticketing tool where subscribers can choose to view, create, and update tickets, run reports, and initiate their own circuit monitoring and loop-back testing for a broad range of products.

The Repairs application enhances users' visibility and control over the trouble process, allowing communication directly with the same backend systems that Verizon Business technicians use to step through the trouble-shooting process. Customers can use this application from their own desktops or mobile devices to manage the trouble process without calling into the Verizon Enterprise Center.

Enrolling in the Repairs application requires each user to step through the basic registration process online (https://enterprisecenter.verizon.com) to create a user ID. Then, a request is made to the customer account team or service center representative, who will verify the account information to include in the Repairs user profile, collect the user ID for each user to enroll, and place an order internally. Once the order entry team receives the Repairs order, the enrollment is completed within five business days. The user can simply log into the Verizon Enterprise Center and see that the Repairs tab has been activated based on the activity on the page.

Feature	Description
Flexible User Profiles	Each user can be given permission to have Trouble Ticketing alone or with Circuit Analysis. Each Circuit Analysis user is given Circuit Health and Monitor Analysis capability along with optional permission to perform intrusive analyses. Each Trouble Ticketing user is given View Ticket capability with optional permissions to Create Tickets and/or Modify Tickets.
Six Months of History	Trouble tickets are available for viewing for up to six months.

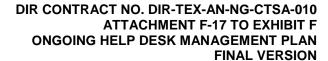| Feature	Description
Online Help and Customer Service	Informational help text is available for each screen in the Trouble Management application to help answer user questions about the application.
Simple Navigation	A Progression bar tells the user which screen they are on and how many are left before the application activity (create ticket, request an intrusive analysis) is complete. There are also high-level actions available in the main buttons at the top of the screen.
All Tickets Displayed in Ticket List	Upon launching the application, all tickets currently open for the user (regardless of how the ticket was created) will appear in the Trouble Ticket Summary with the option to customize the displayed going forward.
Ticket Activities Show in Users Preferred Time Zone	Users can opt to choose a preferred time zone in the "My Profile" parameters so that all ticket activities translate to each users preferred time zone.
Automatic Refresh	Key fields in the Ticket Summary are refreshed automatically when new information is available. These fields include: • Status (Ticket) • Customer Ticket Number • Priority • Primary Contact • Dispatch Required • Last Updated • Milestone • Milestone Summary • Status Description • Alternate Contact
Save to File	The Trouble Ticket Summary list displayed can be saved to a .csv file.
Update to Read	A ticket with an update to read will be highlighted by turning the ticket line item to bold text.

Feature	Description
Icon Indicators	All tickets display an icon to the left of the ticket to indicate if the ticket was created using the Repairs application, by an offline manner, proactively by Verizon (e.g., Managed Services), by Quick Functions, or by a test initiated by an online user.
Flexible Sort Options	On the Trouble Ticket Summary, users can choose from various search and sort options to find a specific ticket or all tickets for a specific Service ID or date range.
Ticket Flagging	Tickets of significance can be flagged to allow them to be filtered in the summary list for easy finding and viewing
Milestone View of Ticket	The current activity on the ticket is displayed at the top of the ticket detail as a summary of the current activity. For more detail and history, the activity log is available to browse at the bottom of the screen.
Customize Status Color-Coding	Color-coded ticket status defaults can be changed to a user's preference.
Keyword Search in Activity Log	The log will display the entries containing the entered word or phrase and highlight the word or phrase in yellow.
Add Comment	The Trouble Ticketing component allows users to add comments to a ticket.
Update Site Access Information	The Trouble Ticketing component allows a user to provide or update access hours, site contact name and/or number for the location.
Request Service Monitoring	The Trouble Ticketing component allows a user to request service monitoring on a ticket for a 24-hour period of time.
Request Re-Open of Ticket in a Resolved State	The Trouble Ticketing component allows a user to request that a ticket be re-opened. This action will only be available to a user when a ticket is in a resolved state.
Close or Cancel Ticket	The Trouble Ticketing component allows a user to request that a ticket be closed.
Request Escalation	Users can request an escalation of a trouble ticket.
Verify Power and Equipment	Users can verify that power and equipment have been checked on-site, remotely, or not at all.

Feature	Description
Provide Test Release	Users are offered fields for a date and time that the service can be tested intrusively.
Provide Call Sample	Users with voice issues may be asked for additional call samples that can be researched in Verizon call logs.
Modify Ticket Contacts	Users can modify the contact information by changing an existing contact or adding a contact to the trouble ticket.
Add Customer Ticket Number	Users have the opportunity to provide an internal trouble ticket/incident/issue number to the Verizon Business ticket for tracking purposes.
Circuit ID and IP Site ID Search	The impacted Circuit ID or IP Site ID can be keyed directly or searched from a pick list of circuits in the customer's inventory.
Circuit ID Format Assistance	For local access circuits, assistance is provided to the user to format the circuit ID correctly for validation.
E-Mail Ticket Status	Users who create tickets in the Repairs application can have an optional e-mail notification sent when the status on a ticket changes or when the ticket closes. This option is only available when tickets are created online.
Health Snapshot	Verizon Business offers a snapshot of the network and shows the user if Verizon Business detects any impacting issues from the network. It shows the user if any Verizon Business network outages impact this circuit ID; if any alarm, configuration, or frame errors are detected; the results of a quick ping; and tickets already opened on this circuit.
Monitor	The Monitor function offers the ability to run a monitor on live data, which does not bring the circuit out of service, while supplying results of any performance errors found.
Quick Test	The Quick Test runs a fifteen-minute loop-back test in which the circuit is brought out of service and the system attempts to loop the CSU/DSU and/or smart jack on the circuit, looking for continuity.
Line Test	The line test runs intrusively to check the local line and deliver a result.

Feature	Description
Full Battery Test	A stress test run on Verizon Local Access basic voice and data circuits. A two-hour period of time is necessary for this test request. This is available for Verizon Local Access only.
Loop Placement	A loop is put up at a point in the Verizon network, allowing a customer to test to it. This is available for Verizon Local Access only.
E-mail Option	The requestor of a circuit analysis can choose to have results sent via e-mail for Monitor and Intrusive Analysis.
Cancel	Monitor, Quick, Full Battery and Loop Tests in pending, scheduled or processing status can be canceled online.
Notification Rules	Repairs users can set up rules in which they set conditions for tickets and who should be contacted and how (e-mail, desktop alert, or pager).
Ticket Activities Show in Users Preferred Time Zone	Users can opt to choose a preferred time zone in the "My Profile" parameters so that all ticket activities translate to each user's preferred time zone.
Live Chat with Technician	Users can chat with a maintenance technician right from the Ticket Details page to get clarification or assistance.
Mobility	Repairs users can access Repairs from their mobile PDA device to access all the same Repair functions they can use from their desktop.
Performance Reports	Users can choose from five different standard report types or create five custom report types to gather ticket information accordingly.
Quick Functions- - Create - Status - Update - Notify	Users can create a ticket online by providing their Service Identifier and the associated address or account number without even logging in to VEC! Users stay in touch by receiving e-mails with up-to-date status information and interactive links to communicate with the technicians and manage their e-mail notifications on the ticket.

Primary Help Desk Locations

The Primary Center that will be responsible for managing the network will be one of two, Cary, NC or Hilliard, Ohio. Each is staffed 24x7x365 with a tiered approach to customer support, there is a First Level Engineer (Tier 1), First Level Engineer (Tier 2), Second Level Technical Support Engineer, and a Third Level Engineer. These duties are described below.

Staffing

First Level Engineer (Tier 1)

Responsible for real time monitoring, troubleshooting and network resolution for private data networks. Responsibilities include customer trouble handling and coordination, and fault isolation of remote networks. Circuit and router testing, trouble isolation and resolution experience is required. Assist other engineers when needed. Perform in a shift lead capacity as needed. The engineer must be able to work all shifts and/or holidays in a control center environment. Some project management responsibilities are given as secondary duties. The engineer may be required to carry a pager and be on call 7x24. Light travel to the customer's facility may be necessary. Bachelor's degree in engineering or 4-7 years equivalent experience. Extensive knowledge in data principles (FR, ATM, PIP (MPLS), PL, IP, VPN), customer applications and troubleshooting techniques is essential. Extensive experience in one or more of the following: routers, Cisco or Avaya/Nortel. Troubleshooting and maintenance experience and/or strong data communications background with hands-on circuit testing experience and good interpersonal customer service skills are essential. Previous leadership experience is desired but not required. Excellent prioritizing and scheduling skills is required. Experience with internal Verizon Business databases and troubleshooting tools are important and will be developed as the engineer grows in the company. These tools include but not limited to the following, CSM, NetPro, MECCA, Scopus, F&E, and ITS or ETMS.

First Level Engineer (Tier 2)

Independently perform real time monitoring and extensive troubleshooting of complex professional engineering assignments in functional areas such as private voice and data communication networks (FR, ATM, PIP(MPLS), PL, IP, VPN), video teleconferencing, satellite transmission and independent hardware equipment. Apply intensive and strong diversified knowledge of complex network assignments, which related to the functional areas to include product, technology and/or customer network development, support and design. Responsibilities include customer trouble handling and coordination, and fault isolation of remote networks. Circuit and router testing, trouble isolation and resolution experience is required. Assist other engineers and the customer when needed. Oversee all activities involved on an assigned project. Mentor and assist lower level staff on assigned projects. Perform in a shift lead capacity as needed. Carry out complex or novel assignments requiring development of new or improved techniques and procedures. Must be able to work all shifts and or holidays in a control center environment. Some project management responsibilities. May be required to carry a pager and be on call 7X24. Light travel may be required. Bachelor's degree in engineering or 6-8 years equivalent experience. Good interpersonal customer service skills and excellent oral and written communications skills are essential. Previous leadership experience desired. Excellent prioritizing and scheduling skills required. Experience with CSM, NetPro, MECCA, Scopus, F&E, Cisco routers and ITS and ETMS becomes more important and an

essential part of the day to day work. Experience in one or more of the following: IDNX, Newbridge, Teleos, Cisco, Nortel, Micom, ISDN, and VSAT.

Second Level Technical Support Engineer

This position requires all of the First Level Engineer (Tier Two) skills plus the following:

Responsible for advanced technical support (ATS) of complex data networking issues and all in scope change management of managed customer networks. Responsibilities include 2nd level technical support for customer router and network routing failures. Respond to and complete non-design impacting changes to customer router networks at customer/account team request. The engineer will be fluent in many data networking protocols. This role requires working knowledge of frame relay, PIP (MPLS), ATM, SMDS and TCP/IP, VPN, ISDN, etc. Exhibit broad knowledge in additional protocols in LA networking media such as Token Ring, FDDI, and Ethernet. He or She is capable of using specialized diagnostic tools in the WAN or LAN environment. Develop practices, tools and training materials to expand the capabilities of front-line operations organization. Exhibit skills necessary in a Team Leadership role. Provide Senior Networking consultation to all management levels. Pending Qualifications: BSEE/EE or equivalent plus 5-7 years experience or 8-10 years related experience in a data communications network support environment. Strong communications skills, both oral and written, are required. Experience with ETMS, NetPro, MECCA, Scopus, F&E and ITS a definite plus. Certifications are not required but a competency test is given that would equate to the appropriate senior level position being sought. Must be able to work shifts, weekends and holidays in a 7X24 network management environment and may be required to carry a pager.

Third Level Engineer

This position requires all of the Second Level Engineer skills plus the following:

Support engineer for senior engineers and management in support of a private data and voice network. Acceptance of customer network into production from implementation, change management, security management, configuration management, management of customer lab environment, training other engineers and customer on network requirements, ensuring documentation is written to support the network, fault isolation and coordination of routers, their routing and configurations. Supervise network expansions and software and hardware upgrades. Work with engineering and the account team to resolve difficult troubles. Bachelor's degree, or equivalent, and 10+ years progressive, technical experience. BSEE/EE or equivalent plus 8-10 years experience in a data communications.

Also, Verizon Business has 48 center certifications across 37 certified Network Operations Centers. These include 17 certifications for ISO9000:2001, 15 SAS Type II, and others for ISO27001:2005, Systrust, Verizon Cybertrust Security, Checkpoint, TL9000, and US Government certifications of NISPOM and ATO compliancy.

Hours of Operations

Our NOC staff is assigned to various functionally-oriented centers and work in the Cary, NC centers; these centers include backbone transport, backbone data, backbone switched voice, and managed services operations centers. We have both dedicated and shared managed services NOCs on this campus. Our total NOC and NOC support staff personnel count totals approximately 1000 in Cary. Our 24x7x365 centers are staffed to support the global nature of our networks and systems - though staffing during 7a until 7p ET USA is higher (due to non-critical functions such as reporting, next day analysis, back office support, etc.), in general each shift is staffed similarly. The total daytime staffing is about 400.

Technical Support Procedures for all Service Disruptions

Verizon standard technical support procedures are based on its Integrated Management Platform for Advanced Communications Technologies (IMPACT). IMPACT is a real-time, state-of-the-art monitoring and control system. The system implements both a modular software and hardware design to accommodate expansion of network operations and monitoring. Information is processed and stored using object technology, XML data modeling and incorporates industry standards such as ITUT M.3100. The system notifies operations personnel in real time of problems occurring in our global network spanning transport, switching, data, IP, DSL and hosted services technologies.

IMPACT provides greater supervision of the network through a highly flexible, distributed design with survivable system implementation that incorporates the best of breed off the shelf technologies integrated within a sophisticated manager of manager's architecture. IMPACT utilizes state of the art communications bus architecture for distributed system component communications and an IP based internal telemetry network for access to network equipment.

IMPACT provides a competitive advantage in the telecommunications marketplace by offering a high performance distributed monitoring system capable of rapid detection and location of network faults and outages. IMPACT helps to lower operational costs through automated integration with network construction and provisioning systems to ensure new and existing network equipment and services are managed efficiently.

The implementation of the SMARTS based platform provides the capabilities required for Verizon to meet the SLAs of this Service Agreement.

IMPACT Functions

- Network Fault and Performance Data Collection

- Fault Correlation, Filtering and Reduction

- Alarm Presentation

- Performance Monitoring

- Command/Control

- Trouble Ticket Integration

- Field Technician Information Integration

- On-line Help Facilities

- Flexible/Survivable System Configuration

- Current and Historical Data Reporting

- Colorgraphic Operator Stations

Operator Interface

The IMPACT Graphical User Interface is based upon the latest industry technology utilizing JAVA for platform independence and XML for information exchange between client and server. The GUI enables access to network management platform from any desktop station capable of supporting a JAVA Virtual Machine.

The mouse-driven user interface provides the ability to monitor network events, ranging from network-wide to station-specific from one workstation. Work flow support is provided to enable operations personnel to relate multiple network reported faults to consolidated events. These events can relate to maintenance activities, new installs or actual network outages. The workflow support enables consolidated trouble ticketing and subsequent tracking of these events from time of occurrence through repair and verification. Automation features enable repetitive network conditions to be handled by the system freeing network operators to focus on tasks that are more complex.

Color is used to convey the status of events in the network along with graphical depictions of network topology. For example, critical conditions or service affecting alarms are shown in red, minor alarm conditions in yellow and normal conditions in blue. Narrative alarm text messages are also available for viewing.

Integrated Testing System (ITS)

The primary business objective of the Integrated Testing System (ITS) is to provide Verizon with an intelligent, integrated circuit and element testing architecture. ITS will provide the business with an integrated software solution to be used by customer care and operations centers to install circuits and provide fault isolation for Customer reported problems. ITS provides sophisticated interfaces to network elements (DXC's, Switches, Test Heads, DSL equipment, etc.) and Verizon back end systems. ITS also provides automation for flow through provisioning by automatically performing tests on newly installed circuits. ITS provides testing at the equipment interface level. There is also testing performed at the circuit level in Level 1 of the IMPACT Architecture which assures contiguous network and device incident management. Since these tools are Carrier Grade capable, they support all transport technologies and methods inclusive of MPLS.

IMPACT Architecture

IMPACT is an integrated management platform for Verizon's global network. IMPACT interfaces with various Element Management and Network Management Systems to provide a unified view of network problems to the user community. Additionally, IMPACT makes available many features allowing the users to be more productive in their daily tasks, such as workflow, ticketing, topology information, task automation, command interaction capabilities, as well as, interfaces to several internal systems for maintenance activities, outage notifications, and contact information.

The IMPACT architecture consists of three functional tiers:

Tier 1

Tier 1 of the IMPACT architecture provides the user interface and consists of 100% JAVA Graphical User Interfaces (GUI's) that are used to interact with the alarms, tickets, and workflow events that exist within the system. Tier 1 also has the ability to call web links directly to both Tier 3 systems and other business processes, which can provide access to detailed information and business functions when needed.

Tier 2

Tier 2 is the heart of the architecture functioning as a manager of managers incorporating business logic supporting network management activities. It enables the integration of network reported fault indications from the Tier 3 systems and provides value added common business process features enabling efficient service restoration and equipment repair tracking. This tier of the architecture provides the following services:

- Fault/Event Data Repository and Reporting Services

    o Stores the alarms and events and all associated data

    o Provides user reporting capabilities

- Command and Control Services

    o Provides the ability to interact with managed elements in the network

- Service Restoration and Outage Management

    o Provides automatic service restoration for some network types

    o Provides an interface into Verizon's Outage tracking and notification systems

- Topology and Customer Correlation Services

    o Provides an interface to several external databases for accurate and timely topology and customer correlation to events being generated in the network

- Ticketing, Automation, and Work Flow services

    o Provides an interface to the Verizon standard ticketing system ETMS

    o Provides Workflow services to events created within the system such as status tracking and clear correlation

    o Provides automation capabilities resulting in more efficient operation centers

- Network Maintenance and Change Management Services

    o Provides an interface to track network equipment maintenance to shield the operations centers from alarms that are generated from known maintenance activities

- Event Forwarding Services

    o Provides the ability to forward alarms out of IMPACT to external systems that may need this information

Tier 3

Tier 3 is the collection of network and element management platforms that provide direct management of network elements. All tier 3 systems communicate to the tier 2 manager of managers utilizing a common XML based information exchange model and CORBA communications bus architecture. Tier 3 systems are expected to provide the following basic services to tier 2:

- Highly reliable fault & performance data collection

- Command & Control of network elements

- Alarm reduction (Root cause analysis)

- Common CORBA XML interface to Tier 2

- Tier3-Tier2 Synchronization

Some examples of vendor provided tier 3 systems interfacing to IMPACT today are HP's OV-TeMIP, Agilent's NetExpert, Micromuse's NetCool, and Open's NerveCenter. SMARTS Service Assurance Manager will be added as part of this project.

All Service management data generated in the IMPACT platform is retained for a period of 2 years. The retention moves from online storage for the first 6 months to a near-line tape based retention system at the NOC for the second six months. After the first year, system data is moved to an offsite, third party, retention system.

All incidents identified in the IMPACT management system generate trouble tickets in the Verizon Incident Management System, ETMS (Electronic Ticket Management System). These tickets are passes to the Customer Incident Management System through and eBonding interface, which provides real-time incident identification and update to Customer.

The Repairs and Dashboard features in the Verizon Enterprise Center show both tickets created by the customer as well as pro-active tickets created by Verizon Business, if the profile is set up correctly.

Escalations

The WTSC uses "value-based" escalations. At intervals based on ticket priority, the WTSC Rep reviews the ticket for "significant progress" and escalates to the next level if the progress is not sufficient. At anytime that the customer feels the ticket is not progressing accordingly, the customer may ask for an escalation or WTSC manager involvement.

Verizon Business Trouble Ticket Escalation Process

Priority 1 tickets are monitored and evaluated for escalations at the following time intervals:

Interval	Action
:55	The Verizon Business Technical Service Specialist (TSS) will ensure that the P1 Service Inquiry has been tested and isolated. If this isolation has not occurred, an escalation is performed.
1:55	The TSS reviews the P1 Service Inquiry to ensure isolation process has been completed and a resolution is underway. If this has not occurred, an escalation is performed.
2:55, 3:55, etc.	The TSS reviews the P1 Service Inquiry each hour until the ticket has been closed. The TSS has the authority to make escalations if sufficient progress is not being made. At this point, sufficient progress is considered as a fix at hand.

Priority 2 & 3 tickets are escalated according to the following:

Interval Levels P2

- Priority 2 Service Inquiries - Every four hours during business hours only (8:00am to 6:00pm local time).

- Priority 2 service inquiries will not highlight on Verizon Business holidays or during weekends.

Interval Levels P3

- Priority 3 Service Inquiries - Every eight hours during business hours only (8:00am to 6:00pm local time). Priority 3 Service inquiries will not highlight on Verizon Business holidays or during weekends.

The WTSC escalates to the Verizon Business organization that is currently working the ticket. The person that is escalated to, therefore, will vary depending on the escalation level and the organization being escalated to. Verizon Business provides four (4) levels of escalation support within our support organizations:

- Floor lead

- Manager

- Sr. Manager

- Director

Escalations should be performed when sufficient progress towards resolution of the tickets has not been made in an appropriate period of time (Value-Based). Escalations should not be performed when it is clear, through the documentation of the ticket that resolution is progressing in a timely manner. If work is not progressing in a satisfactory manner, then the ticket should be escalated.

Escalations can also be performed when the customer needs a status and there is no new or specific information in a ticket, and when the customer is specifically requesting an escalation on a ticket.

After a Repair Ticket has been opened for an hour, you can call the Escalation Desk at 888-212-0139 and ask for a Duty Mgr to escalate this ticket and assign an Incident Mgr.

Priority Assignments

We assign priority levels to trouble tickets to help lessen the potential impact on your business.

Customer

Customer originated trouble tickets are raised using criteria defined on a product and/or regional basis. The table/s below provides a priority and severity description to be used when raising a Customer trouble ticket.

Priority 1 Customer Troubles: The severity should be assigned and tickets worked by Field Operations personnel in Priority/Severity order per the charts below.

Priority	Product	Originating Region	Description
1	Voice	All	• Inability to receive any inbound calls and/or inability to complete any outbound calls with an immediate and continuous test release (if required) for restoration. • Voice circuit is down hard or degraded and affecting traffic, with an immediate and continuous test release. • US Government (TSP) issues and all 911 call completion issues except connections to an incorrect PSAP which is a Priority 2.
	Access	US	• Outage severity tickets on all bandwidths and all

Priority	Product	Originating Region	Description
			access types where circuit is down or degraded and Customer releases circuit immediately and continuously until trouble is resolved. • US Government (TSP) issues
		EMEA/Asia Pac	• Complete loss of service only. • PIP only - Degraded Service to the extent that it is unusable by Customer and Customer is prepared to release its Service for immediate testing • See Figure 1 below for EMEA DSL Priorities • US Government (TSP) issues
	IP	US	• Any critical element of an IP service is unusable, excludes DSL regardless of application. • US Government (TSP) issues
		EMEA/Asia Pac	• Any critical element of an IP service is unusable, excludes DSL in ASIA PAC, regardless of application. • See Figure 1 below for EMEA DSL Priorities • US Government (TSP) issues

Priority 1 Customer Severities: The severity should be assigned and tickets worked by Field Operations personnel in Priority/Severity order per the charts below.

Priority	Severity	Guidelines
1	Catastrophic	Events attracting extensive media coverage and/or services whose resolution is required by FCC Law.(e.g. TSP, 911)
	Outage Critical	Customers experiencing an outage and the affected circuit bandwidth is DS3 or higher and/or a regional rule/exception exists.
	Outage	Customers experiencing an outage and the affected circuit bandwidth is below DS3 and/or a regional rule/exception exists.
	Impaired	Data services degradation that results in the customer being unwilling to use the sold service/circuit in accordance with their SLA requiring a 4 hour MTTR. OR Single user outages, where service is available to the customer but not all users.

Priority 2 Customer Troubles: The severity should be assigned and tickets worked by Field Operations personnel in Priority/Severity order per the charts below.

Priority	Product	Originating Region	Description
2	Voice	All	• Any single number completion issue that can be duplicated • Inability to complete and/or receive any calls over Verizon Business where an immediate and continuous test release is required for resolution, but not granted. • Voice circuit is degraded without an immediate and continuous test release. • Partial use of service, inability to complete to - or receive calls from multiple locations over Verizon Business. • Multiple occurrences of quality issues. • Any outage on unbundled local loops. • 911 connects to an incorrect PSAP.
	Access	US	• Degraded circuits. Partial use of service, intermittent problems, and quality issues where Customer does not give immediate and continuous test access.
		EMEA/Asia Pac	• Partial use of service, intermittent problems or slow error rate and quality issues.
	IP	All	• Complete loss of Business DSL or significant degradation of any IP service. • ISDN Back-up failure • See Figure 1 below for EMEA DSL Priorities

Priority 2 Customer Severities: The severity should be assigned and tickets worked by Field Operations personnel in Priority/Severity order per the charts below.

	Outage	Any outage condition on unbundled local loops or Business DSL
2	**Degraded Major**	Customers experiencing partial use of service, intermittent problems or slow response times, and the affected circuit bandwidth is DS3 or higher and/or a regional rule/exception exists. OR Data circuits not released for immediate testing. (DS3 and above)
	Degraded	Customers experiencing a partial use of service, intermittent problems or slow response times and the affected circuit bandwidth is below DS3 and/or a regional rule/exception exists. OR Data circuits not released for immediate testing. (Below DS3)

Priority 3 Customer Troubles: Use applicable severity that best describes the situation: Outage, Degraded, Service Risk, Request for Assistance, or Not Service Affecting.

Priority	Product	Originating Region	Description
3	Voice	All	• Any single number quality issue that can be duplicated. • Partial use of service, inability to complete to - or receive calls from multiple locations over Verizon Business. • Multiple occurrences of quality issues • Voice circuit with a request for future, extensive testing. • A feature issue on a voice circuit or unbundled loop. • Any International destination issue where a PTT's assistance is required for resolution.
	Access	EMEA Only	• Degraded performance on ADSL services.
	IP	All	• Complete loss of Residential DSL (Excludes EMEA) or minor degradation to any IP service. • See Figure 1 below for EMEA DSL Priorities

Priority 3 Customer Severities: Use applicable severity that best describes the situation: Outage, Degraded, Service Risk, Request for Assistance or Not Service Affecting.

3	**Outage**	Complete loss of Residential DSL
	Degraded	Customers experiencing partial use of service, intermittent problems or slow response times for products defined by the Priority 3 definitions above.
	Service Risk	Situations where the customer's service is not currently affected, but could be, based on any jeopardy situation.

Priority 4 Customer Troubles: Use applicable severity that best describes the situation: Service Risk, Request for Assistance or Not Service Affecting.

Priority	Product	Originating Region	Description
4	Voice	All	• Any single number voice completion or quality issue that cannot be duplicated • Requests for assistance or access to co-located equipment on Verizon site. • Temporary disconnect of service for non-payment. • Queries relating to scheduled maintenance activities. • Customer requests for non-chargeable service changes. • Non-service impacting issues requiring investigation, resolution or other action.
	Access	US	
		EMEA/Asia Pac	
	IP	All	

Priority 5 Customer Troubles: Use applicable severity that best describes the situation: Service Risk, Request for Assistance or Not Service Affecting.

Priority	Product	Originating Region	Description
5	Voice	All	• RFO or tracking tickets for post repair activities such as logistics or system updates. • Chronic reports • Requests for Traffic Studies or Trunk Group Reports
	Access	US	
		EMEA/Asia Pac	
	IP	All	

Priority 6 Customer Troubles: Use applicable severity that best describes the situation: Service Risk, Request for Assistance or Not Service Affecting.

Priority	Product	Originating Region	Description
6	Voice	EMEA/Asia Pac	• Wholesale Standard routing only, loss of destination area/number range. Less than 50% of call fails and quality issues – 20% below benchmark.
	Access	EMEA	• Not applicable
	IP	All	• Not applicable

Priority 9 Customer Troubles: Use applicable severity that best describes the situation: Service Risk, Request for Assistance or Not Service Affecting.

Priority	Product	Originating Region	Description
9	All	EMEA/Asia Pac	• New delivered service reported as faulty by Customer before scheduled Customer due date in provisioning or delivery systems.

Priority 0 Customer Troubles: Use applicable severity that best describes the situation: Outage, Degraded, Service Risk, Request for Assistance or Not Service Affecting

Priority	Product	Originating Region	Description
0	All	US	• LEC Resale (to be clarified)
	All	EMEA/Asia Pac	• Proactive investigations on repeat Customer troubles.

Reporting

Verizon will provide monthly customer care reports in tab delimited format as specified in the Vendor Reporting Guide so DIR may determine service and performance quality. Reports will be provided in this way until such time as Verizon and DIR mutually agree on XML interface specifications.

Ongoing Training

User/reference guides are accessible from the Verizon Business Customer Training and Documentation website. Within the Commercial Training area, access User and Reference Guides, then select the desired user guide(s). User guides are in PDF format. Adobe® Reader® is required to view/print.